



## How to use Click & Drop On Demand

## **On Demand is Click & Drop's equivalent to Despatch Manager Online (DMO) On Demand functionality, providing a variety of options on using Royal Mail Print Assist, Click & Drop Scan & Print, and Dropbox integration functionality.**

Click & Drop's features allow you to:

- Scan Click & Drop despatch notes, or your own paperwork, in order to generate labels.
- Print labels from multiple workstations
- Instantly record tracking numbers for each consignment
- Generate an end of day report of all your despatched orders containing dates, tracking numbers, packaging sizes, and customer details in CSV format.

If you have not already done so, you will first need to [connect your Dropbox account](#) with Click & Drop.

In this guide we'll provide help on:

- How to install Royal Mail Print Assist
- How to configure Dropbox and set up your workstations

You can then choose how to trigger your label printing by either:

- Scanning your despatch notes to trigger label printing from Click & Drop
- Trigger label printing from your own system

### **How to install Royal Mail Print Assist**

Royal Mail Print Assist is an optional feature that allows automatic printing of labels within Click & Drop. If you have Print Assist configured, labels will print to your designated printer within seconds of a label being generated.

To activate this for your Click & Drop profile you will need to contact the Click & Drop Support team by email at [clickanddropsupport@royalmail.com](mailto:clickanddropsupport@royalmail.com) or contact us on 0845 266 1004\*

\* Calls cost 5p per minute plus your telephone company's network access charge

**Please note:** You do not need to install Royal Mail Print Assist in order to use Click & Drop's other features.

### **Configuring your Dropbox integration & setting up your workstations**

If you use more than one computer or device, you can set up multiple workstations with different printers connected. Your settings for each computer or device will be remembered so that no matter where you are logged on, your labels will always be sent to the correct printer.

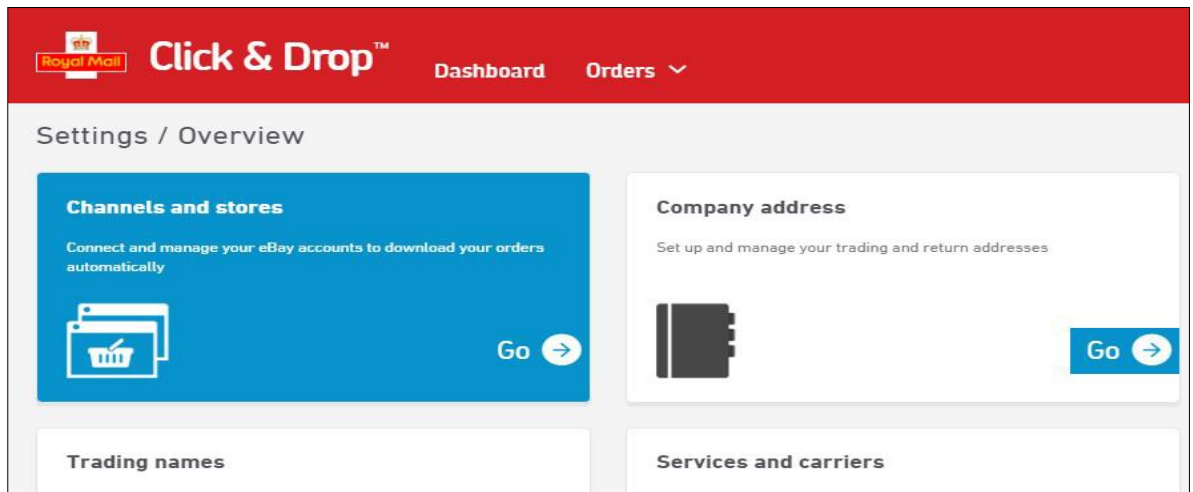
**Please note:** You will need to install Royal Mail Print Assist on each of your workstations.

If you need help connecting your Dropbox account to Click & Drop, read our ['How to' guide](#)

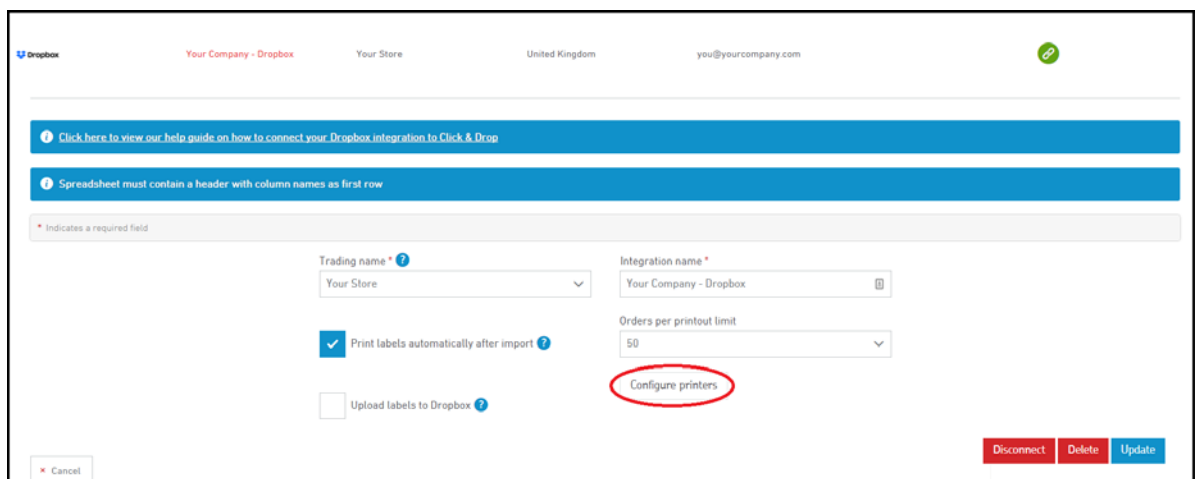
To configure your Dropbox connection with Print Assist, within Click & Drop, click on the 'Settings' link:



The 'Settings Overview' page then opens up. In the 'Channels and Stores section, click on the 'Go' button



Now click anywhere within the Dropbox row to expand the data.



Your Trading name and Integration name will already be completed from when you originally set up your Dropbox integration.

You will need to choose whether to select the options listed below:

**Order per printout limit:** Use this option to impose a limit on how many labels can be printed at once.

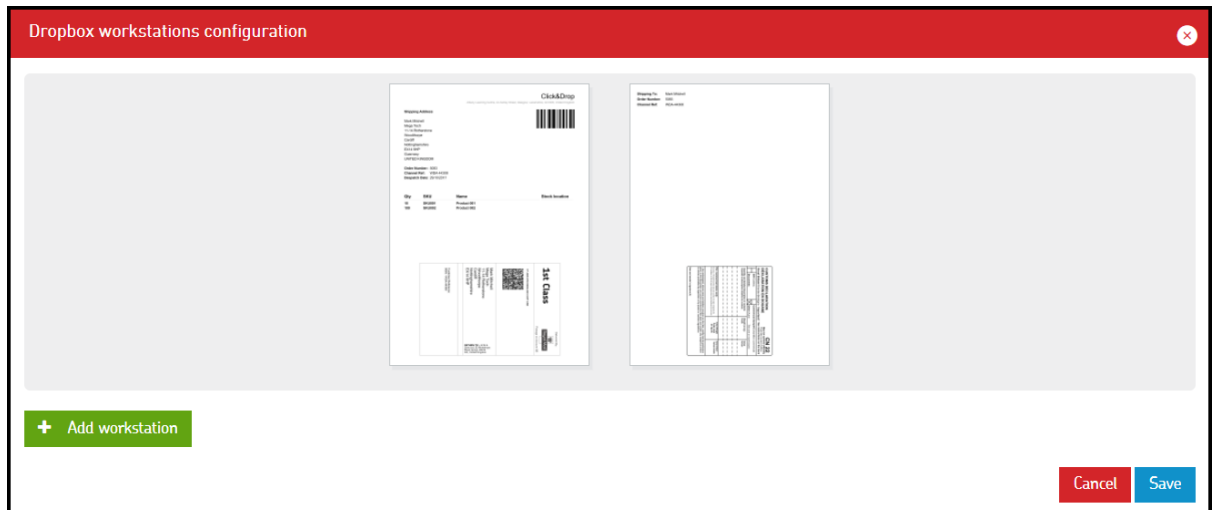
**Print labels automatically after import:** If you have Royal Mail Print Assist installed, select this option to print your labels automatically once your orders have been imported.

**Upload labels to Dropbox:** Select this option if you would like your generated labels to be saved to your Dropbox folder. This allows labels to be generated at one workstation, and printed at another.

**Please note:** Labels are returned in PDF format in the Click & Drop folder in your Dropbox unless you have multiple workstations, when the labels will be returned to the relevant workstation folder.

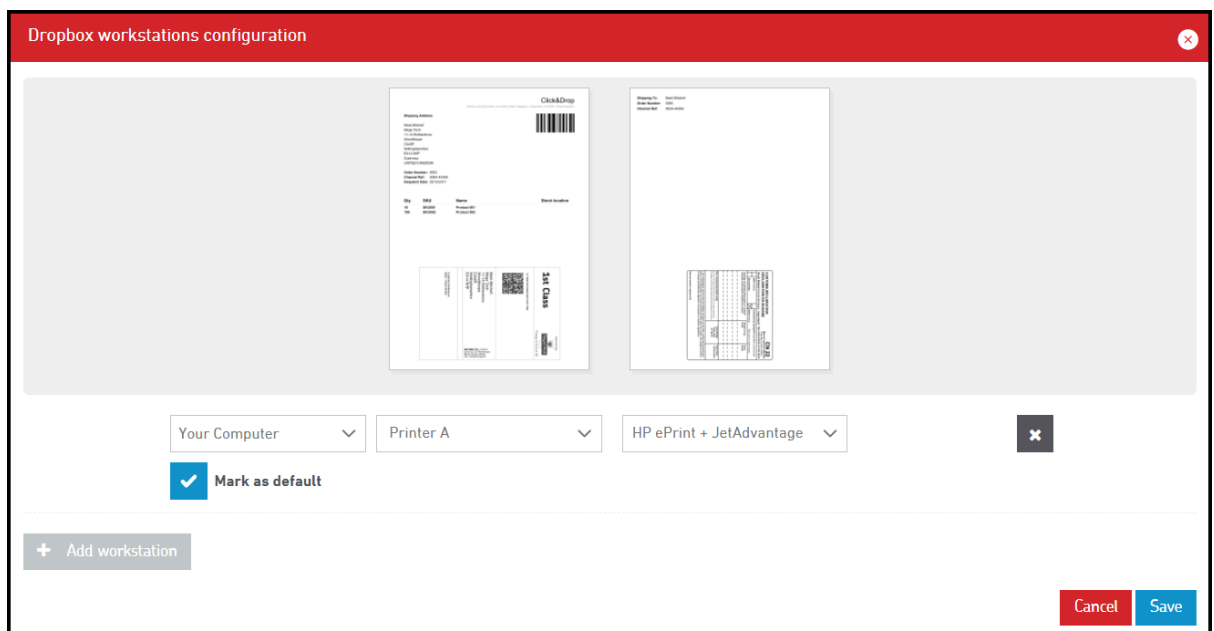
Ensure you have ticked the 'Print labels automatically after import' option, and the 'Configure printers' button will become a live option.

Click on the 'Configure printers' button and a new window will appear with previews of your labels and and/or documents and will allow you to add other workstations



To configure a workstation, click the 'Add workstation' button.

Using the drop down menus, select the workstation you are currently on, and the particular printer you would like to use for each type of label/document:



Click the 'Save' button when you have completed the options.

To configure a different workstation, log into Click & Drop on that particular workstation, click the 'Add workstation' button again, and repeat the process.

**Important note:** Every time you configure a new workstation, a new folder will be created for that particular workstation within the Click & Drop folder in Dropbox.

Whenever you drop a spreadsheet into the Dropbox, please ensure you drop it into the correct workstation folder.

## Scanning your despatch notes and trigger label printing from Click & Drop

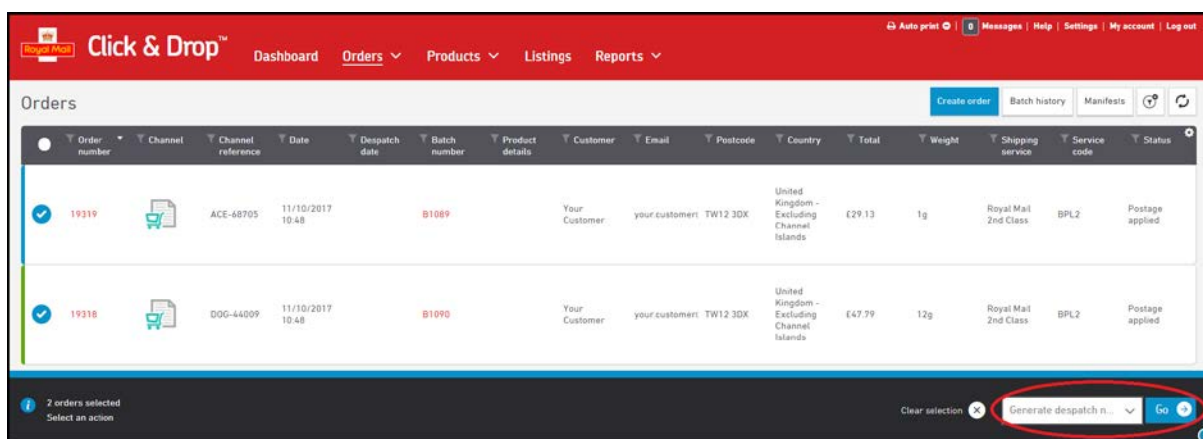
For every order, Click & Drop allows you to print despatch notes, which has a barcode that can be scanned in order to automatically generate a label. The despatch note shows the product ordered, the format of the item, and the recipient details.

In order for this to work, you will need to ensure you have configured both Dropbox and Royal Mail Print Assist to your Click & Drop account.

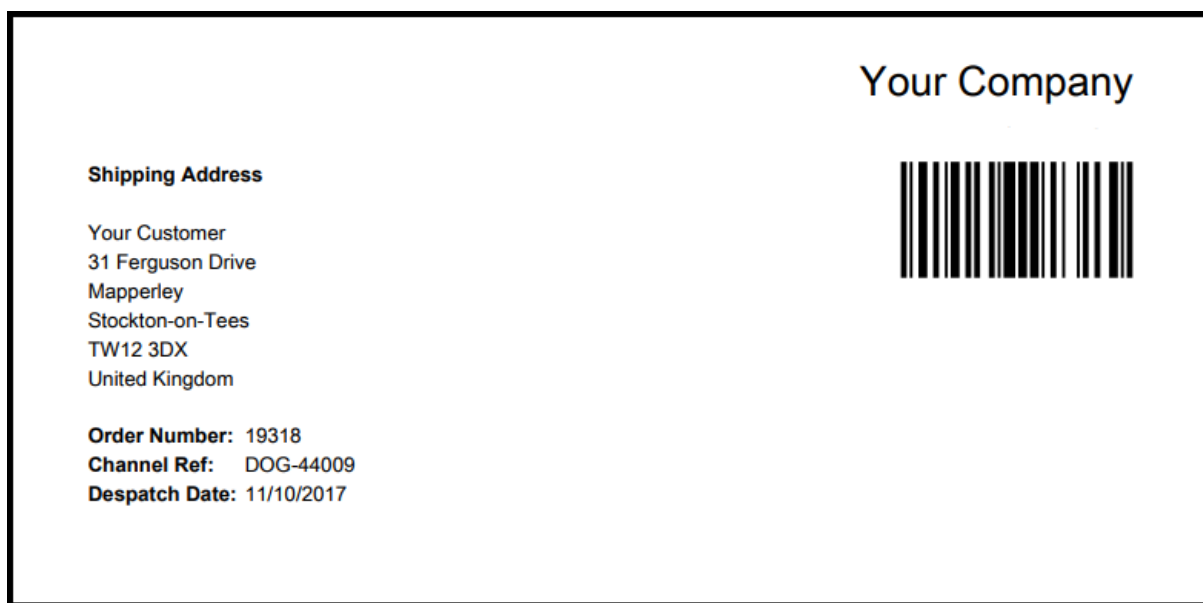
### How to generate despatch notes

Once you have imported your orders via Dropbox, you will need to apply a postage service to them. This can be done manually or automatically by using shipping rules.

From your 'Orders overview' page, select all of the orders in 'Postage applied' status that you would like to generate the despatch notes for. From the drop down menu, select 'Generate despatch notes', and click the 'Go' button, as shown below:



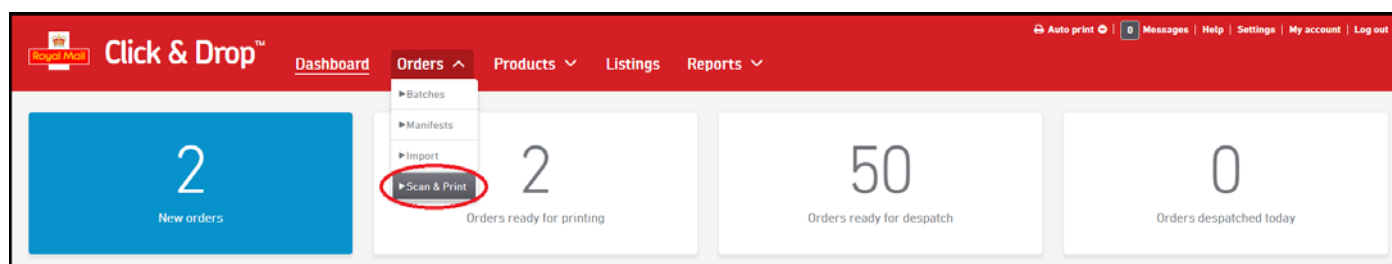
An example despatch note is shown below.





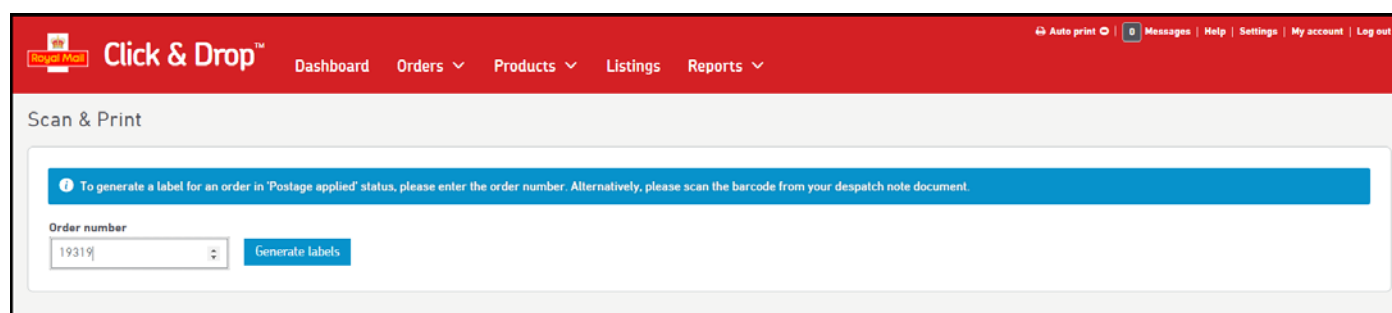
## How to scan your barcodes

The next step is to hover over the 'Orders' link within Click & Drop, and from the drop down menu, click 'Scan & print'.



You will be taken to the 'Scan & print' page. From here, simply scan the barcodes on your despatch notes and the order number will be entered into the field.

If you do have Royal Mail Print Assist configured, the label will print instantly.



Our ['How to' guide](#) gives in-depth advice on how to produce despatch notes and use Scan & Print.

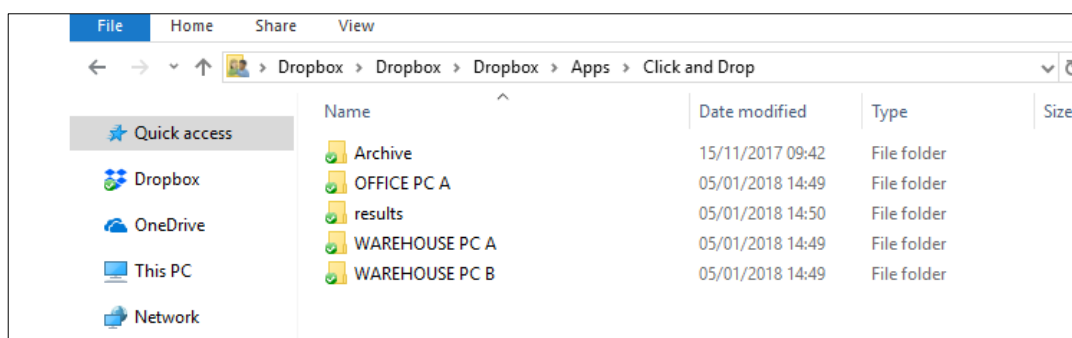
## How to trigger label printing from your own system

No matter which processes, methods, or technologies you use to get your order data, it is easy to trigger the printing of your labels. Before you begin, please ensure that you have:

- Configured your workstations in Dropbox (link back to the section on the page)
- Installed and configured Royal Mail Print Assist (link to section on this page)

Once you are ready to begin shipping your items, simply place the order file in the Click & Drop folder within your Dropbox account.

Alternatively, if you have configured multiple workstations, drop your file in the folder of the particular workstation that you would like the labels to be printed from.



In our example, there are three different workstations configured inside the Click & Drop folder (named as OFFICE PC A, WAREHOUSE PC A, WAREHOUSE PC B).

Either, manually add, or arrange for your system to transfer, your order data spreadsheet into the correct folder.

When Click & Drop processes that order, if you do have Royal Mail Print Assist configured, any orders in the 'Postage applied' status will print automatically.

There are a couple of ways to ensure your orders import in the correct status.

- Include and map **service**, **weight**, and **package size** fields in your spreadsheets – so orders that [import](#) into Click & Drop are automatically assigned to a Royal Mail postage service
- Create [shipping rules](#) to automatically apply a Royal Mail postage service to your new orders.

## Viewing your despatched order report

After your labels have been generated, a new CSV file will have been added to the 'Results' folder within the Click & Drop folder in your Dropbox account. These are dated for reference and the report displays details of your orders that you have produced labels for.

The format of the naming of the files is as follows: yyyyMMddHHmmssffff

where:

y= Year e.g 2018  
M= Month e.g. 01  
d= Date e.g. 10  
H= Hour e.g. 15  
m=minutes e.g. 28  
s= Seconds e.g. 47  
f= milliseconds e.g. 9587

**Please note:** If you have configured separate workstations, each workstation will have its own folder within the 'Results' folder.

	A	B	C	D	E	F	G
1	Order number	Channel	Channel reference	Printed date	Customer	Tracking number	Package size
2	1698	Your Store - Dropbox	A0001	03/01/2018 10:42	Steven Bucky	1F0069786000003C931D0	Small parcel
3	1699	Your Store - Dropbox	A0002	03/01/2018 10:42	Allen Clarke	1F0069786000003C931EF	Small parcel
4	1700	Your Store - Dropbox	A0003	03/01/2018 10:42	Simon Clayton	1F0069786000003C9320C	Small parcel
5	1701	Your Store - Dropbox	A0004	03/01/2018 10:42	Mark Starling	1F0069786000003C931FE	Small parcel

## What format are labels returned in if I opt for them to be uploaded into Dropbox?

Your labels will sent in PDF format to your Click & Drop folder in Dropbox, unless you have multiple workstations set up and then the labels will be sent to the particular workstation folder instead.